

UNITED STATES DISTRICT COURT  
FOR THE DISTRICT OF MASSACHUSETTS

FILED  
2004 JUN 16 A 8:58

U.S. DISTRICT COURT  
DISTRICT OF MASS

BOWEN INVESTMENT, INC. and  
HONEY DEW ASSOCIATES,  
INC.

Plaintiffs,

v.

C.A. No. 03-12509-PBS

S.G.B., LTD.,  
GUY BISSONNETTE,  
GARY GREAVES, and  
ROGER A. SPINA,  
Defendants.

**AFFIDAVIT OF ROGER SPINA, CPA**

Now comes Roger Spina, CPA, President of S.G.B, Ltd and under oath depose and state the following:

1. I am part owner and president of S.G.B., Ltd., which owns the Honey Dew Donuts® franchise located at 343-345 Providence Street, Warwick, Rhode Island.
2. I have been the president and one of the owners from the inception of the corporation.
3. In June of 2003 there was in fact money due to the Plaintiff, Bowen Investments, under the franchise agreement. These funds were immediately paid upon notice to the Plaintiff which cured the default.
4. The corporation received a default notice in November of 2003, again concerning non-payment of a September bill. This bill was paid shortly thereafter. See attachments.
5. The Defendants' corporation has not received any notice of defaults on payments since that time.
6. The Plaintiffs' issued a notice of default concerning an outside appearance at the Honey Dew Donuts® in Warwick, Rhode Island. This site inspection had occurred in April of 2003.



**PERSONAL  
MONEY ORDER**

**353878577**

Memo

Issued by Integrated Payment Systems Inc., Englewood, Colorado 82-40/1021  
Payable at Wells Fargo Bank Grand Junction - Downtown, N.A., Grand Junction, Colorado

NEW 01/03

NOT VALID OVER \$1000

Date

NOTE: THE PURCHASER OF THIS MONEY ORDER AGREES TO INSERT IN INK, THE  
PAYEE'S NAME AND ADDRESS, AND ASSUMES ALL RESPONSIBILITY FOR ALL  
EVENTS MADE POSSIBLE BY FAILURE TO DO SO.

PAY

TO THE ORDER OF

\*\*\*FIFTY DOLLARS AND NO CENTS\*\*\*

**NON-NEGOTIABLE**

SIGNATURE

0000.TU

STREET ADDRESS

CITY / STATE / ZIP

BRISTOL BRANCH

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PAY

TO THE ORDER OF

\*\*\*FIFTY DOLLARS AND NO CENTS\*\*\*

Bowen Investment Inc.

**NON-NEGOTIABLE**

SIGNATURE

0014.TU

STREET ADDRESS

CITY / STATE / ZIP

BRISTOL BRANCH

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**PERSONAL  
MONEY ORDER**

**353878578**

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NEW 01/03

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PAY

TO THE ORDER OF

\*\*\*FIFTY DOLLARS AND NO CENTS\*\*\*

**NON-NEGOTIABLE**

SIGNATURE

0012.TU

STREET ADDRESS

CITY / STATE / ZIP

BRISTOL BRANCH

01/03

01/03

01/03

01/03

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01/03

01/03

RETAIN THIS COPY FOR YOUR RECORDS



95 - 100: OUTSTANDING

90 - 94: GOOD

85 - 89: POOR

84 - BELOW: F

**"HONEY DEW DONUTS" SUMMARY REPORT**

DATE: 5/30/04 TIME: 5:45pm STORE# LOCATION: Providence St. Warwick RI 02881 SHIPPER: RB

**EXTERIOR: (21 POINTS) (1 POINT EA) (NOTES)****OUTSIDE SIGNAGE:**

CLEAN YES NO  
SIGNAGE MAINTAINED YES NO  
SIGN LIT (WORKING ORDER) YES NO  
NO SMOKING SIGNS YES NO

**LANDSCAPE CONDITIONS:**

FREE OF REFUSE YES NO  
GROUNDS MAINTAINED YES NO  
CONTAINERS MAINTAINED YES NO  
BUTT RECEPTACLES CLEAN YES NO

**DRIVE THRU MENU:**

CLEAN/READABLE YES NO  
COMPLETELY LIT YES NO  
ALL PRICE POINTS LISTED YES NO

**PARKING LOT:**

ADEQUATE LIGHTING YES NO  
LITTER FREE YES NO  
HANDICAPPED PARKING YES NO  
ADEQUATE SPACES YES NO  
STRIPED / GOOD REPAIR YES NO

**BACK DOOR:**

CLOSED / LOCKED YES NO  
CLEAN YES NO  
ADEQUATE LIGHTING YES NO

**WINDOWS:**

CLEAN YES NO  
FREE OF CLUTTER YES NO

TOTAL POINTS: 19

**INTERIOR: (32 POINTS) (1 POINT EA) (NOTES)****FLOORS:**

CLEAN / POLISHED YES NO  
HAZARD FREE YES NO

**RESTROOMS:**

EASILY IDENTIFIED YES NO  
FLOORS CLEAN YES NO

SINK CLEAN YES NO  
COMMODOE CLEAN YES NO

HAND SOAP SUPPLIED YES NO  
PAPER GOODS YES NO

NO OFFENSIVE ODORS YES NO  
CUSTOMER SEATING:

TABLES / SEATS CLEAN YES NO  
FLOOR UNDER TABLES CLEAN YES NO

FREE OF DEBRIS YES NO  
WINDOW SILLS CLEAN YES NO

**MENU BOARD:**  
CLEAN YES NO

COMPLETELY LIT YES NO  
PRICE POINTS CURRENT YES NO

NO VACANT SPOTS YES NO  
EASILY UNDERSTOOD YES NO

SPECIALS IDENTIFIED YES NO

**TRASH RECEPTACLES:**

CLEAN YES NO  
ADEQUATE AMOUNT OF RECEPTACLES YES NO

**CEILING LIGHTING:**

ALL LIGHTS LIT YES NO  
FIXTURES CLEAN YES NO

**ATMOSPHERE:**

TEMP COMFORTABLE YES NO  
SMELL / FRESH COFFEE YES NO

FRIENDLY ATMOSPHERE YES NO  
**KITCHEN VIEW:**

CLEAN & NEAT YES NO  
NO UNAUTHORIZED PERSON YES NO

**COFFEE STATION AREA:**

CLEAN YES NO  
NEAT & ORDERLY YES NO

GATE CLOSED YES NO  
FRESH COFFEE MADE YES NO

TOTAL POINTS: 30

**PRESENTATION: (17 POINTS) (1 POINT EA) (NOTES)****TAKE OUT STATIONS / BACK BAR**

CLEAN YES NO  
STOCKED YES NO

**DONUT CASE / FANCY CASE:**  
LABELS CLEAN / GOOD REPAIR YES NO

CONSISTENT YES NO  
(MATCH COLOR / ALIGN W/PROD)

STOCKED YES NO  
CASE CLEAN YES NO

BASKETS / TRAYS - CLEAN LINERS YES NO  
PROPERLY ALIGNED YES NO

**SERVICE****ASSOCIATES:**

COMPLETE UNIFORM YES NO  
NEAT & CLEAN YES NO

HAIR RESTRAINTS YES NO

**COMMENTS:**

Not making parking to check  
from

**CUSTOMER SERVICE:**

FRIENDLY GREETING YES NO  
FAST SERVICE YES NO

FILLED ORDER CORRECTLY YES NO  
SUGGESTED SELLING YES NO

CORRECT CHANGE YES NO  
THANKED YES NO

TOTAL POINTS: 14

**INTEGRITY: (30 POINTS) (1 POINT EA) (NOTES)****CASH:**

ALL CASH SECURED / CASH REGISTERED YES NO

NO BANK BUILDING YES NO  
REGISTERED SALE YES NO

DRAWER KEPT CLOSED YES NO  
PLACING MONEY IN TIP CUP YES NO

NO CASHING IN TIPS YES NO

**OTHER:****"HONEY DEW PERSONNEL"**

BEHIND COUNTER ONLY YES NO  
ALL PRODUCTS PAID FOR YES NO

PHONE USED / BUSINESS ONLY YES NO  
"ABSENCE OF LOITERING

IN STORE" YES NO

TOTAL POINTS: 30

**PRODUCT / FRESHNESS & TASTE:**

good

"For further comments please use reverse side."

95 - 100: OUTSTANDING 90 - 94: GOOD 85 - 89: POOR 84 - BELOW: F

# "HONEY DEW DONUTS" SUMMARY REPORT

DATE: 1/30/04 TIME: 7:27 STORE: Providence street SHOPPER: KB (Wendee)

## EXTERIOR: (21 POINTS) (1 POINT EA.) (NOTES)

### OUTSIDE SIGNAGE:

CLEAN YES NO  
SIGNAGE MAINTAINED YES NO  
SIGN LIT (WORKING ORDER) YES NO  
NO SMOKING SIGNS YES NO

### LANDSCAPE CONDITIONS:

FREE OF REFUSE YES NO  
GROUNDS MAINTAINED YES NO  
CONTAINERS MAINTAINED YES NO  
BUTT RECEPTACLES CLEAN YES NO

### DRIVE THRU MENU:

CLEAN / READABLE YES NO  
COMPLETELY LIT YES NO  
ALL PRICE POINTS LISTED YES NO

### PARKING LOT:

ADEQUATE LIGHTING YES NO  
LITTER FREE YES NO  
HANDICAPPED PARKING YES NO  
ADEQUATE SPACES YES NO  
STRIPPED / GOOD REPAIR YES NO

### BACK DOOR:

CLOSED / LOCKED YES NO  
CLEAN YES NO  
ADEQUATE LIGHTING YES NO

### WINDOWS:

CLEAN YES NO  
FREE OF CLUTTER YES NO

TOTAL POINTS: 19

## INTERIOR: (32 POINTS) (1 POINT EA.) (NOTES)

### FLOORS:

CLEAN / POLISHED YES NO  
HAZARD FREE YES NO

### RESTROOMS:

EASILY IDENTIFIED YES NO  
FLOORS CLEAN YES NO  
SINK CLEAN YES NO  
COMMODOE CLEAN YES NO  
HAND SOAP SUPPLIED YES NO  
PAPER GOODS YES NO  
NO OFFENSIVE ODORS YES NO

### CUSTOMER SEATING:

TABLES / SEATS CLEAN YES NO  
FLOOR UNDER TABLES CLEAN YES NO  
FREE OF DEBRIS YES NO  
WINDOW SILLS CLEAN YES NO

### MENU BOARD:

CLEAN YES NO  
COMPLETELY LIT YES NO  
PRICE POINTS CURRENT YES NO  
NO VACANT SPOTS YES NO  
EASILY UNDERSTOOD YES NO  
SPECIALS IDENTIFIED YES NO

### TRASH RECEPTACLES:

CLEAN YES NO  
ADEQUATE AMOUNT OF RECEPTACLES YES NO

### CILING LIGHTING:

ALL LIGHTS LIT YES NO  
FIXTURES CLEAN YES NO

### ATMOSPHERE:

TEMP COMFORTABLE YES NO  
SMELL / FRESH COFFEE YES NO  
FRIENDLY ATMOSPHERE YES NO

### KITCHEN VIEW:

CLEAN & NEAT YES NO  
NO UNAUTHORIZED PERSON YES NO

### COFFEE STATION AREA:

CLEAN YES NO  
NEAT & ORDERLY YES NO  
GATE CLOSED YES NO  
FRESH COFFEE MADE YES NO

TOTAL POINTS: 32

## PRESENTATION: (17 POINTS) (1 POINT EA.) (NOTES)

### TAKE OUT STATIONS / BACK BAR:

CLEAN YES NO  
STOCKED YES NO

### DONUT CASE / FANCY CASE:

LABELS CLEAN / GOOD REPAIR YES NO  
CONSISTENT YES NO

### (MATCH COLOR / ALIGN W/PROD):

STOCKED YES NO  
CASE CLEAN YES NO

### BASKETS / TRAYS - CLEAN LINERS:

PROPERLY ALIGNED YES NO

### SERVICE:

ASSOCIATES:  
COMPLETE UNIFORM YES NO  
NEAT & CLEAN YES NO  
HAIR RESTRAINTS YES NO

## COMMENTS:

good selection of donuts + pastries

## CUSTOMER SERVICE:

FRIENDLY GREETING YES NO  
FAST SERVICE YES NO  
FILLED ORDER CORRECTLY YES NO  
SUGGESTED SELLING YES NO  
CORRECT CHANGE YES NO  
THANKED YES NO

TOTAL POINTS: 15

## INTEGRITY: (31 POINTS) (1 POINT EA.) (NOTES)

### CASH:

ALL CASH SECURED / CASH REGISTER YES NO  
NO BANK BUILDING YES NO  
REGISTERED SALE YES NO  
DRAWER KEPT CLOSED YES NO  
PLACING MONEY IN TIP CUP YES NO  
NO CASHING IN TIPS YES NO

## ACTIVITIES:

"HONEY DEW PERSONNEL"  
1. EMBROIDERED COUNTER ONLY YES NO  
2. ALL PRODUCTS PAID FOR YES NO  
3. NONE USED BUSINESS ONLY YES NO  
4. NO LOTTERY YES NO

TOTAL POINTS: 30

PRODUCT / FRESHNESS & TASTE: good

"For further comments please use reverse side."



95 - 100: OUTSTANDING

90 - 94: GOOD

85 - 89: POOR

84 - BELOW: F

**"HONEY DEW DONUTS" SUMMARY REPORT**

DATE

TIME

STORE LOCATION TOTAL SCORE

SHOPPER

ID#

8/23

2:45 pm

Providence Street / Warwick

KB

(90)

**EXTERIOR:**

(21 POINTS)

(1 POINT EA.) (NOTES)

**OUTSIDE SIGNAGE:**

CLEAN

YES

NO

SIGNAGE MAINTAINED

YES

NO

SIGN LIT (WORKING ORDER)

YES

NO

NO SMOKING SIGNS

YES

NO

**LANDSCAPE CONDITIONS:**

FREE OF REFUSE

YES

NO

GROUNDS MAINTAINED

YES

NO

CONTAINERS MAINTAINED

YES

NO

DUTY RECEPTACLES CLEAN

YES

NO

**DRIVE THRU MENU:**

CLEAN / READABLE

YES

NO

COMPLETELY LIT

YES

NO

ALL PRICE POINTS LISTED

YES

NO

**PARKING/LANE:**

ADEQUATE LIGHTING

YES

NO

LITTER FREE

YES

NO

HANDICAPPED PARKING

YES

NO

ADEQUATE SPACES

YES

NO

STRIPED / GOOD REPAIR

YES

NO

**BACK DOOR:**

CLOSED / LOCKED

YES

NO

CLEAN

YES

NO

ADEQUATE LIGHTING

YES

NO

**WINDOWS:**

CLEAN

YES

NO

FREE OF CLUTTER

YES

NO

TOTAL POINTS: 19

**INTERIOR:**

(32 POINTS)

(1 POINT EA.) (NOTES)

**FLOORS:**

CLEAN / POLISHED

YES

NO

HAZARD FREE

YES

NO

**RESTROOMS:**

EASILY IDENTIFIED

YES

NO

FLOORS CLEAN

YES

NO

SINK CLEAN

YES

NO

COMMODOE CLEAN

YES

NO

HAND SOAP SUPPLIED

YES

NO

PAPER GOODS

YES

NO

NO OFFENSIVE ODORS

YES

NO

**CUSTOMER SEATING:**

TABLES / SEATS CLEAN

YES

NO

FLOOR UNDER TABLES CLEAN

YES

NO

FREE OF DEBRIS

YES

NO

WINDOW SILLS CLEAN

YES

NO

**MENU BOARD:**

CLEAN

YES

NO

COMPLETELY LIT

YES

NO

PRICE POINTS CURRENT

YES

NO

NO VACANT SPOTS

YES

NO

EASILY UNDERSTOOD

YES

NO

SPECIALS IDENTIFIED

YES

NO

**TRASH RECEPTACLES:**

CLEAN

YES

NO

ADEQUATE AMOUNT OF RECEPTACLES

YES

NO

**CEILING LIGHTING:**

ALL LIGHTS LIT

YES

NO

FIXTURES CLEAN

YES

NO

**ATMOSPHERE:**

TEMP COMFORTABLE

YES

NO

SMELL / FRESH COFFEE

YES

NO

FRIENDLY ATMOSPHERE

YES

NO

**KITCHEN VIEW:**

CLEAN &amp; HEAT

YES

NO

NO UNAUTHORIZED PERSON

YES

NO

**COFFEE STATION AREA:**

CLEAN

YES

NO

HEAT &amp; ORDERLY

YES

NO

GATE CLOSED

YES

NO

FRESH COFFEE MADE

YES

NO

TOTAL POINTS: 32

**PRESENTATION:**

(17 POINTS)

(1 POINT EA.) (NOTES)

**TAKE OUT STATIONS / BACK BAR**

CLEAN

YES

NO

STOCKED

YES

NO

**DONUT CASE / FANCY CASE:**

LABELS CLEAN / GOOD REPAIR

YES

NO

CONSISTENT

YES

NO

(MATCH COLOR / ALIGN W/PROD)

YES

NO

STOCKED

YES

NO

CASE CLEAN

YES

NO

BASKETS / TRAYS - CLEAN LINERS

YES

NO

PROPERLY ALIGNED

YES

NO

**SERVICE****ASSOCIATES:**

COMPLETE UNIFORM

YES

NO

NEAT &amp; CLEAN

YES

NO

HAIR RESTRAINTS

YES

NO

**COMMENTS:**

posting case only 1/2 full -  
not too many to choose from

**CUSTOMER SERVICE:**

FRIENDLY GREETING

YES

NO

FAST SERVICE

YES

NO

FILLED ORDER CORRECTLY

YES

NO

SUGGESTED SELLING

YES

NO

CORRECT CHANGE

YES

NO

THANKED

YES

NO

TOTAL POINTS: 12

**INTEGRITY:**

(8 POINTS)

(1 POINT EA.) (NOTES)

**CASH:**

ALL CASH SECURED / CASH REGIST.

YES

NO

NO BANK BUILDING

YES

NO

REGISTERED SALE

YES

NO

DRAWER KEPT CLOSED

YES

NO

PLACING MONEY IN TIP CUP

YES

NO

NO CASHING IN TIPS

YES

NO

**ACTIVITIES:**

"HONEY DEW PR"

BEHIND COUNTER ONLY

YES

NO

ALL PRODUCTS PAID FOR

YES

NO

PHONE USED BUSINESS ONLY

YES

NO

"ABSENCE OF LOITERING

YES

NO

IN STORE"

YES

NO

TOTAL POINTS: 27

**PRODUCT / FRESHNESS & TASTE:**

For further comments please use reverse side.

COMMENT CARDS  
WARWICK STORE #R35  
STORE REP - BOB

[illegible]

# Honey Dew Donuts Shop Visitation Report

Shop Address:	Date:	Time:
Exterior	Acceptable	Unacceptable
Parking Lot (clean & striped)		
Lights & Signs (clean, working)		✓
Walks (clean, free of ice & debris)		✓
Curbs (swept)	✓	
Trash Receptacles (clean & covered)	✓	
Windows & Sills (clean)	✓	
Dumpster Area (clean, closed)	✓	
<b>Dining Room</b>		
Tables & Chairs (clean)	✓	
Trash Receptacles (clean, empty)	✓	
Napkin & Condiment Holders (HD logo)	✓	
Floors & Baseboards (clean)	✓	
Ceiling, Lights & Vents (clean)	✓	
<b>Rest Rooms</b>		
Trash Receptacles (clean, empty)	✓	★
Mirrors (clean, no streaks)	✓	
Toilets (clean, odor free)	✓	
Sink (clean, hot water)	✓	
Towels, Hand Dryer	✓	
Toilet Paper	✓	
Floors & Baseboards (clean)	✓	
Ceiling, Lights & Vents	✓	
<b>Service/Counter Area</b>		
Register Area (clean, organized)		
Crew in Uniform (proper uniform, clean)		✓
Crew Attitude & Customer Service	✓	
Counters and Woodwork	✓	
Menuboards (clean, lit, proper pricing)		✓
Stock Shelves (clean, organized)	✓	
Work surfaces	✓	
Reach in Coolers (clean, stocked)	✓	
Equipment & Stainless	✓	
Coffee Equipment (coffee weight)	✓	
Sanitizing Bucket & Cloths		✓
Sinks	✓	
Product levels	✓	
Display Cases (condition, lights, labels)		✓

All items must be in good repair and in working condition.

1/14/04

5/27/04

Stocked

Not HR Room

NO HATS

NOT SIDE

NOT BEING USED

Label out in all

CASES

★ Landscaping Needs to be Done

★ Outdoor Sign Not Working

★ ... Room ??



# Honey Dew Donuts Shop Visitation Report

Shop Address:	Date:	Time:	
	Acceptable	Unacceptable	Comments
<b>Exterior</b>			
Parking Lot (clean & striped)			
Lights & Signs (clean, working)		✓	
Walks (clean, free of ice & debris)	✓	✓	PAPER SIGNS - Tape
Curbs (swept)	✓		
Trash Receptacles (clean & covered)	✓		
Windows & Sills (clean)	✓		
Dumpster Area (clean, closed)	✓		
<b>Dining Room</b>			
Tables & Chairs (clean)	✓		
Trash Receptacles (clean, empty)	✓		
Napkin & Condiment Holders (HD logo)	✓		
Floors & Baseboards (clean)	✓		
Ceiling, Lights & Vents (clean)	✓		
<b>Rest Rooms</b>			
Trash Receptacles (clean, empty)	✓		
Mirrors (clean, no streaks)	✓		
Toilets (clean, odor free)	✓		
Sink (clean, hot water)	✓		
Towels, Hand Dryer	✓		
Toilet Paper	✓		
Floors & Baseboards (clean)	✓		
Ceiling, Lights & Vents	✓		
<b>Service/Counter Area</b>			
Register Area (clean, organized)	✓		
Crew in Uniform (proper uniform, clean)	✓		
Crew Attitude & Customer Service	✓	✓	OLD SHIRT - No Hat
Counters and Woodwork	✓		
Menuboards (clean, lit, proper pricing)	✓		
Stock Shelves (clean, organized)	✓		
Work surfaces	✓		
Reach in Coolers (clean, stocked)	✓	✓	Empty cooler!
Equipment & Stainless	✓		
Coffee Equipment (coffee weight)	✓		
Sanitizing Bucket & Cloths	✓		
Sinks	✓	✓	Not being used
Product levels	✓		
Display Cases (condition, lights, labels)	✓	✓	Lites out!

All items must be in good repair and in working condition.

★ OUTSIDE SIGN DAMAGE + TRUST  
 ★ OUTSIDE MENU - PAPER SIGNS AND TAPE  
 ★ Parking Lot MARKING - ALL L.P. (PAV. MARKED)

★ Government Coffee Sign on

RH  
35  
Prov. Jt  
10:38  
A.  
6/16  
Tape

FOOD + PAPER  
CUPS IN BATHROOM

95 - 100: OUTSTANDING • 90 - 94: GOOD • 85 - 89: POOR • 84 - BELOW: F

**"HONEY DEW DONUTS" SUMMARY REPORT**

DATE: 2-23-03 TIME: 3:00pm STORE# LOCATION: Powder Mill Village #13

EXTERIOR: (12 POINTS) (1 POINT EACH) (NOTE: )

**OUTSIDE SIGNAGE:**

CLEAN	YES	NO
SIGNAGE MAINTAINED	YES	NO
SIGN LIT (WORKING ORDER)	YES	NO
NO SMOKING SIGNS	YES	NO

**LANDSCAPE CONDITIONS:**

FREE OF REFUSE	YES	NO
GROUNDS MAINTAINED	YES	NO
CONTAINERS MAINTAINED	YES	NO
BUTT RECEPTACLES CLEAN	YES	NO
DRIVE THRU MENU:		
CLEAN / READABLE	YES	NO
COMPLETELY LIT	YES	NO
ALL PRICE POINTS LISTED	YES	NO

**PARKING LOT:**

ADEQUATE LIGHTING	YES	NO
LITTER FREE	YES	NO
HANDICAPPED PARKING	YES	NO
ADEQUATE SPACES	YES	NO
STRIPPED / GOOD REPAIR	YES	NO
BACK DOOR:		
CLOSED / LOCKED	YES	NO
CLEAN	YES	NO
ADEQUATE LIGHTING	YES	NO
WINDOW:		
CLEAN	YES	NO
FREE OF CLITTER	YES	NO

TOTAL POINTS: 21

INTERIOR: (12 POINTS) (1 POINT EACH) (NOTE: )

**FLOORS:**

CLEAN / POLISHED	YES	NO
HAZARD FREE	YES	NO

**RESTROOMS:**

EASILY IDENTIFIED	YES	NO
FLOORS CLEAN	YES	NO
SINK CLEAN	YES	NO
COMMODOE CLEAN	YES	NO
HAND SOAP SUPPLIED	YES	NO
PAPER GOODS	YES	NO
NO OFFENSIVE ODORS	YES	NO

**CUSTOMER SEATING:**

TABLES / SEATS CLEAN	YES	NO
FLOOR UNDER TABLES CLEAN	YES	NO
FREE OF DEBRIS	YES	NO
WINDOW SILLS CLEAN	YES	NO

**MENU BOARD:**

CLEAN	YES	NO
COMPLETELY LIT	YES	NO
PRICE POINTS CURRENT	YES	NO
NO VACANT SPOTS	YES	NO
EASILY UNDERSTOOD	YES	NO
SPECIALS IDENTIFIED	YES	NO

**TRASH RECEPTACLES:**

CLEAN	YES	NO
ADEQUATE AMOUNT OF RECEPTACLES	YES	NO

**CILING LIGHTING:**

ALL LIGHTS LIT	YES	NO
FIXTURES CLEAN	YES	NO

**ATMOSPHERE:**

TEMP COMFORTABLE	YES	NO
SMELL / FRESH COFFEE	YES	NO
FRIENDLY ATMOSPHERE	YES	NO
KITCHEN VIEW:		
CLEAN & HEAT	YES	NO
NO UNAUTHORIZED PERSON	YES	NO

**COFFEE STATION AREA:**

CLEAN	YES	NO
HEAT & ORDERLY	YES	NO
GATE CLOSED	YES	NO
FRESH COFFEE MADE	YES	NO

TOTAL POINTS: 31

PRESENTATION: (17 POINTS) (1 POINT EACH) (NOTE: )

**TAKE OUT STATIONS / BACK BAR**

CLEAN	YES	NO
STOCKED	YES	NO
DONUT CASE / FANCY CASE:		
LABELS CLEAN / GOOD REPAIR	YES	NO
CONSISTENT	YES	NO
(MATCH COLOR / ALIGN W/PROD)	YES	NO
STOCKED	YES	NO
CASE CLEAN	YES	NO
BASKETS / TRAYS - CLEAN LINERS	YES	NO
PROPERLY ALIGNED	YES	NO

**SERVICE****ASSOCIATES:**

COMPLETE UNIFORM	YES	NO
NEAT & CLEAN	YES	NO
HAIR RESTRAINTS	YES	NO

**COMMENTS:**

Good selection of products  
limited sel. of party  
\* cont. bar. stock took off  
+ stock

**CUSTOMER SERVICE:**

FRIENDLY GREETING	YES	NO
FAST SERVICE	YES	NO
FILLED ORDER CORRECTLY	YES	NO
SUGGESTED SELLING	YES	NO
CORRECT CHANGE	YES	NO
THANKED	YES	NO

TOTAL POINTS: 21

INTEGRITY: (10 POINTS) (1 POINT EACH) (NOTE: )

**CASH:**

ALL CASH SECURED / CASH REGISTER	YES	NO
NO BANK BUILDING	YES	NO
REGISTERED SALE	YES	NO
DRAWER KEPT CLOSED	YES	NO
PLACING MONEY IN TIP CUP	YES	NO
NO CASHING IN TIPS	YES	NO

**ACTIVITY:**

"HONEY DEW PERSONNEL"		
BEHIND COUNTER ONLY	YES	NO
ALL PRODUCTS	YES	NO
"HONEY DEW BUSINESS ONLY"	YES	NO
ABSENCE OF LOITERING	YES	NO
IN STORE	YES	NO

TOTAL POINTS: 30

PRODUCT / FRESHNESS &amp; TASTE: good

"For further comments please use reverse side."

**HONEY DEW DONUTS  
345 PROVIDENCE ST, WARWICK  
SHOP REVIEW**

**DATE OF SHOP:** 2/23/03

**TIME OF SHOP:** 5:14 AM

**STATION SHOPPED:** Counter

**PERSONNEL:**

Employee #1: White male, average height and build, short brown hair.

**EMPLOYEE DRESS CODE:**

The employee was neat in appearance, and well groomed. Employee was not wearing a hat or visor.

**STAFFING:**

Staffing was adequate for the customer traffic observed. There was one employee on duty.

**STOCK CONDITIONS:**

The coolers were stocked.

**PRICES:**

The prices were consistent with the menu and previous visits.

**CUSTOMER SERVICE:**

Upon entering the store, I approached the counter and was greeted by employee #1. He asked if he could help me and I ordered a small coffee and donut. He promptly served the coffee and donut. He asked me if I would like anything else. I told him I was all set. He rang in my transaction, took my money and returned the proper change.

Employee #1 was professional, polite and pleasant in his manner.

**HONEY DEW DONUTS  
345 PROVIDENCE STREET, WARWICK  
SHOP REVIEW**

**QUALITY:**

The coffee was fresh, hot and prepared as requested; the temperature of the coffee was 150 degrees.

**SALES/PROPER REGISTER PROCEDURE:**

All sales observed appeared to be properly and promptly rung into the register.

**FACILITY:**

Parking Lot: The parking lot was clean and free of hazards.

Entry: The entry was clean and presentable with no obstructions.

Floors: The floors needed clean and free of debris. No safety hazards were observed.

Counter and Tables: The tables and counter were clean and wiped down.

Room Temperature: The room temperature was comfortable.

Exterior Lighting: The exterior lighting was on.

Interior Lighting: The interior lighting was on.

Restroom: N/A.

**MISCELLANEOUS:**

Customer Traffic: Customer traffic was light.

Customer Comments: No pertinent comments were heard.

Employee Consumption: No employee consumption was observed.

95 - 100: OUTSTANDING • 90 - 94: GOOD • 85 - 89: POOR • 84 - BELOW: F

# "HONEY DEW DONUTS" SUMMARY REPORT

DATE: 1/15/04 TIME: 1:55pm STORE LOCATION: Providence street SHOPPER: KB ID: 100 (94)

EXTERIOR:	(12 POINTS)	(1 POINT EACH NOTE)	
OUTSIDE SIGNAGE			
CLEAN	YES	NO	
SIGNAGE MAINTAINED	YES	NO	
SIGN LIT (WORKING ORDER)	YES	NO	
NO SMOKING SIGNS	YES	NO	
LANDSCAPE CONDITION			
FREE OF REFUSE	YES	NO	
GROUNDS MAINTAINED	YES	NO	
CONTAINERS MAINTAINED	YES	NO	
WASTE RECEPTACLES CLEAN	YES	NO	
DRIVE THRU MENU			
CLEAN / READABLE	YES	NO	
COMPLETELY LIT	YES	NO	
ALL PRICE POINTS LISTED	YES	NO	
PARKING LOT:			
ADEQUATE LIGHTING	YES	NO	
LITTER FREE	YES	NO	
HANDICAPPED PARKING	YES	NO	
ADEQUATE SPACES	YES	NO	
STRIPED / GOOD REPAIR	YES	NO	
BACK DOOR:			
CLOSED / LOCKED	YES	NO	
CLEAN	YES	NO	
ADEQUATE LIGHTING	YES	NO	
WINDOWS:			
CLEAN	YES	NO	
FREE OF CLATTER	YES	NO	
TOTAL POINTS:	21		

INTERIOR:	(12 POINTS)	(1 POINT EACH NOTE)	
FLOORS:			
CLEAN / POLISHED	YES	NO	
HAZARD FREE	YES	NO	
RESTROOMS:			
EASILY IDENTIFIED	YES	NO	
FLOORS CLEAN	YES	NO	
SINK CLEAN	YES	NO	
CORRUPT CLEAN	YES	NO	
HAND SOAP SUPPLIED	YES	NO	
PAPER GOODS	YES	NO	
NO OFFENSIVE ODORS	YES	NO	
CUSTOMER SEATING:			
TABLES / SEATS CLEAN	YES	NO	
FLOOR UNDER TABLES CLEAN	YES	NO	
FREE OF DEBRIS	YES	NO	
WINDOW SILLS CLEAN	YES	NO	
MENUBOARD:			
CLEAN	YES	NO	
COMPLETELY LIT	YES	NO	
PRICE POINTS CURRENT	YES	NO	
NO VACANT SPOTS	YES	NO	
EASILY UNDERSTOOD	YES	NO	
SPECIALS IDENTIFIED	YES	NO	
TRASH RECEPTACLES:			
CLEAN	YES	NO	
ADEQUATE AMOUNT OF RECEPTACLES	YES	NO	
CEILING LIGHTING:			
ALL LIGHTS LIT	YES	NO	
FIXTURES CLEAN	YES	NO	
ATMOSPHERE:			
TEMP COMFORTABLE	YES	NO	
SMELL / FRESH COFFEE	YES	NO	
FRIENDLY ATMOSPHERE	YES	NO	
KITCHEN VIEW:			
CLEAN & HEAT	YES	NO	
NO UNAUTHORIZED PERSON	YES	NO	
COFFEE STATION AREA:			
CLEAN	YES	NO	
HEAT & ORDERLY	YES	NO	
GATE CLOSED	YES	NO	
FRESH COFFEE MADE	YES	NO	
TOTAL POINTS:	31		

PRESENTATION:	(17 POINTS)	(1 POINT EACH NOTE)	
TAKE OUT STATIONS / BACK BAR			
CLEAN	YES	NO	
STOCKED	YES	NO	
DONUT CASE / FANCY CASE:			
LABELS CLEAN / GOOD REPAIR	YES	NO	
CONSISTENT	YES	NO	
(MATCH COLOR / ALIGN W/PROD)	YES	NO	
STOCKED	YES	NO	
CASE CLEAN	YES	NO	
BASKETS / TRAYS - CLEAN LINERS	YES	NO	
PROPERLY ALIGNED	YES	NO	
SERVICE			
ASSOCIATES:			
COMPLETE UNIFORM	YES	NO	1 waitress
NEAT & CLEAN	YES	NO	2 no hat
HAIR RESTRAINTS	YES	NO	
CUSTOMER SERVICE:			
FRIENDLY GREETING	YES	NO	
FAST SERVICE	YES	NO	
FILLED ORDER CORRECTLY	YES	NO	
SUGGESTED SELLING	YES	NO	
CORRECT CHANGE	YES	NO	
THANKED	YES	NO	
TOTAL POINTS:	15		

INTEGRITY:	(10 POINTS)	(1 POINT EACH NOTE)	
CASH:			
ALL CASH SECURED / CASH REGISTER	YES	NO	
NO BANK BUILDING	YES	NO	
REGISTERED SALE	YES	NO	
DRAWER KEPT CLOSED	YES	NO	
PLACING MONEY IN TIP CUP	YES	NO	found in store
NO CASHING IN TIPS	YES	NO	visiting
ACTIVITIES:			
"HONEY DEW PERSONNEL"			
BEHIND COUNTER ONLY	YES	NO	
ALL PRODUCTS	YES	NO	
"HONEY DEW BUSINESS ONLY"	YES	NO	
ABSENCE OF LOITERING	YES	NO	
STORE	YES	NO	
TOTAL POINTS:	27		

"For further comments please use reverse side."

**HONEY DEW DONUTS  
345 PROVIDENCE ST, WARWICK  
SHOP REVIEW CLOSING**

**DATE OF SHOP:** 5/27/03

**TIME OF SHOP:** 9:40 PM

**STATION SHOPPED:** Counter

**PERSONNEL:**

Employee #1: White female, average height and build, long light brown hair.

**EMPLOYEE DRESS CODE:**

The employee was neat in appearance, properly dressed and well groomed; she was not wearing a visor...

**STAFFING:**

Staffing was more than adequate for the customer traffic observed. There was one employee on duty.

**PRICES:**

The prices were consistent with the menu and previous visits.

**STOCK CONDITIONS:**

All coolers were full.

**NO DONUTS AVAILABLE, EMPLOYEE SAID SHE DISCARDED THEM AT 9:15 PM.**

**CUSTOMER SERVICE:**

Upon entering the store, I approached the counter and was greeted by employee #1. She asked if she could help me and I ordered a small coffee. She promptly served the coffee and asked me if I would like anything else. I told her I was all set. She rang in my transaction, took my money and returned the proper change.



**HONEY DEW DONUTS  
WARWICK, RI  
SHOP REVIEW**

Employee #1 was professional, polite and pleasant in her manner.

**QUALITY:**

The coffee was fresh, hot and prepared as requested; the temperature of the coffee was 156 degrees.

**SALES/PROPER REGISTER PROCEDURE:**

All sales observed appeared to be properly and promptly rung into the register.

**FACILITY:**

Parking Lot: The parking lot was clean and free of litter and debris.

Entry: The entry was clean and presentable with no obstructions.

Floors: The floor was clean and free of debris. No safety hazards were observed.

Counter and Tables: The tables and counter were clean and wiped down.

Room Temperature: The room temperature was comfortable.

Exterior Lighting: All exterior lighting was on.

Interior Lighting: All interior lighting was on.

Restroom: N/A

**MISCELLANEOUS:**

Customer Traffic: Customer traffic was slow.

Customer Comments: No pertinent comments were heard.

Employee Consumption: No employee consumption was observed.

**HONEY DEW DONUTS  
345 PROVIDENCE ST, WARWICK  
SHOP REVIEW CLOSING**

**DATE OF SHOP:** 6/11/03

**TIME OF SHOP:** 8:45 PM both the front door and the drive-up window were open.

**STATION SHOPPED:** Counter

**PERSONNEL:**

Employee #1: White male, average height and build, short brown hair.

**EMPLOYEE DRESS CODE:**

The employee was neat in appearance, properly dressed and well groomed; he was not wearing a visor...

**STAFFING:**

Staffing was more than adequate for the customer traffic observed. There was one employee on duty.

**PRICES:**

The prices were consistent with the menu and previous visits.

**STOCK CONDITIONS:**

All coolers were full.

**CUSTOMER SERVICE:**

Upon entering the store, I approached the counter and was greeted by employee #1. He asked if she could help me and I ordered a small coffee. He promptly served the coffee and asked me if I would like anything else. I told him I was all set. He rang in my transaction, took my money and returned the proper change.

Employee #1 was professional, polite and pleasant in his manner.

**HONEY DEW DONUTS  
WARWICK, RI  
SHOP REVIEW**

**QUALITY:**

The coffee was fresh, hot and prepared as requested; the temperature of the coffee was 150 degrees.

**SALES/PROPER REGISTER PROCEDURE:**

All sales observed appeared to be properly and promptly rung into the register.

**FACILITY:**

Parking Lot: The parking lot was clean and free of litter and debris.

Entry: The entry was clean and presentable with no obstructions.

Floors: The floor was clean and free of debris. No safety hazards were observed.

Counter and Tables: The tables and counter were clean and wiped down.

Room Temperature: The room temperature was comfortable.

Exterior Lighting: All exterior lighting was on. There was however one small exit sign in the parking lot that was not lighted

Interior Lighting: All interior lighting was on.

Restroom: N/A

**MISCELLANEOUS:**

Customer Traffic: Customer traffic was slow.

Customer Comments: No pertinent comments were heard.

Employee Consumption: No employee consumption was observed.

**HONEY DEW DONUTS  
PROVIDENCE ST, WARWICK  
SHOP REVIEW  
OPENING**

**DATE OF SHOP:** 7/31/03

**TIME OF SHOP:** 5:09 AM

**STATION SHOPPED:** Counter

**PERSONNEL:**

Employee #1: White female, average height with a heavy build, long black hair in a ponytail.

**EMPLOYEE DRESS CODE:**

The employee was neat in appearance, properly dressed and well groomed; she was wearing a visor...

**STAFFING:**

Staffing was more than adequate for the customer traffic observed. There was one employee on duty.

**PRICES:**

The prices were consistent with the menu and previous visits.

**STOCK CONDITIONS:**

Coolers were full.

**CUSTOMER SERVICE:**

Upon entering the store, I approached the counter and was greeted by employee #1. She asked if she could help me and I ordered a small coffee. She promptly served the coffee and asked me if I would like anything else. I told her I was all set. She rang in my transaction, took my money and returned the proper change.

**HONEY DEW DONUTS  
PROVIDENCE ST, WARWICK  
SHOP REVIEW**

Employee #1 was professional, polite and pleasant in her manner.

**QUALITY:**

The coffee was fresh, hot and prepared as requested; the temperature of the coffee was 148 degrees.

**SALES/PROPER REGISTER PROCEDURE:**

All sales observed appeared to be properly and promptly rung into the register.

**FACILITY:**

Parking Lot: The parking lot was clean and free of litter and debris.

Entry: The entry was clean and presentable with no obstructions.

Floors: The floors were clean. No safety hazards were observed.

Counter and Tables: The tables and counter were clean and wiped down.

Room Temperature: The room temperature was comfortable.

Exterior Lighting: All exterior lighting was on.

Interior Lighting: All interior lighting was on.

Restroom: N/A

**MISCELLANEOUS:**

Customer Traffic: Customer traffic was light.

Customer Comments: No pertinent comments were heard.

Employee Consumption: No employee consumption was observed.

COMMENT CARDS  
WARWICK STORE #R35  
STORE REP - BOB

[illegible]